

EJ Stakeholder Engagement Committee Mtg. Agenda - 4/20/2022

Agenda:

- I. Roll Call
- II. Committee sharing of survey questions and Best Practices of resources reviewed
- III. Deliverables from last meeting*
- IV. Task at hand
Review Milestones/schedule
- V. Action items/next steps
- VI. Meeting schedule

Notes:

Amber -Created for Land Ports of Entry, geared toward real property actions, but can be utilized in other areas around community space. All are due within 45 days of agreement being signed. The intent is to have it become part of Kahlua (Project mgt. tool). Ensure PM id stakeholders early in the process. PM proceeds with early engagement with pre-scoping and scoping to identify issues early on, ensuring GSA are good partners and leveraging federal actions and community goals.

Planning Desk Guide - updated for 2022 - GSA holds meetings with Urban Development Officers and others to plan meetings to meet with stakeholders to share what GSA goal and plans are and work to understand what the community interests are, what's likely to occur and plan for the future. To develop trust at an early stage to start engagement around any programs.

Missy - The Good Neighbor Program is an existing program, each region has one. Each region has an Urban Development Officer with regional points of contact. To serve as resources in the region as SMEs

*Deliverables

Research GSA's as well as other agency stakeholder practices.

Survey stakeholder engagement responsibilities review/ask for the 3 to 5 best practices.

What Agency/Organization created the engagement plan/outreach/toolkit?

Approximately, what date was it created?

What community was it created to assist?

What issues/concerns was it created to address?

What are the 3-5 best practices that can be extracted from it?

GSA Stakeholder/Community Engagement Tools:

What's going Well	What's been Challenging	Ideas for Improvement
Partnership meetings - getting on paper; no dedicated staff; LEP templates, too early to tell. Integrates P100 requirements but has not always gotten the resources to be done early.	Establishing relationship within communities can be challenging, boards changing,	Customize engagement to a particular group Our focus is moving due to the high turnover and the new rules/regulation which came with the pandemic

Agency/Org.	Date	Community	Issue/Concern	Best Practices

National Park Service Missy	Completed 2011. Issued 2003 reissued 2007	All communities but specific case studies for several parks	Provide framework for developing programs for civic engagement and public participation	<p>1. It discusses roles and responsibilities, so it is clear who should be taking the initiative.</p> <p>2. Propose to seek public involvement in areas where it isn't just intended to meet the minimum requirements of the law (driven by regulation).</p> <p>3. Provide training to staff on how to implement the program and apply best practice.</p> <p>4. Develop evaluation tools and opportunities to receive feedback so they could improve.</p>
Department of Energy				

EJ Stakeholder Engagement Committee Mtg. Agenda -

Attendance:

Deborah Cullins-Threets
Florence Francis
Kate Gill
Missy Mertz
Renee Fossett

Agenda:

- I. Roll Call
- II. Committee discussing Best Practices of submitted resources
 - A. Toolkit
 - Missy: Include examples of how we currently engage the communities. By use of slimmed down case studies. What has been accomplished and well as pitfalls (things that did not work) to the process.
 - Florence: She will inquire with POC to determine if submitting Tribal resources (SE info), from either the past version or the current (not yet completed) version with the committee. Also, will look into her current work to add toolkit suggestions
- III. Task at hand
 - Review Milestones/schedule
 - Reviewed Milestones/schedule
 - Reviewed SE Draft Outline
 - Deborah requested adding suggestions/comments to SE Draft Outline. Also instead of deleting any information, add comments requesting information be deleted.
- IV. Action items/next steps
 - Continue to add information to the documents in the SE Folder.
- V. Next Meeting - May 4, 2022

Purpose of Committee: To develop a stakeholder engagement tool kit (best practices document and templates) for GSA's public facing programs to use when interacting with communities. Meaningful engagement with communities is a key principle of Environmental Justice

- Identify best practices for engaging with communities and other GSA stakeholders.
- Develop a toolkit that all public-facing programs at GSA can use to ensure *meaningful engagement* with our stakeholders.
- Toolkit will provide a practical easy-to-use aid for designing and enhancing community involvement activities.

- Toolkit will serve to help users avoid some of the pitfalls common to the community engagement process.
- Develop a variety of community involvement tools to engage the community during all interactions concerning EJ.

***NOTE: Please add any information that was inadvertently excluded from the meeting notes.**

Stakeholder Engagement Committee Mtg. Agenda - 4/4/2022

Agenda:

1. Introductions
2. Purpose of Committee
3. Task at hand
 1. Milestones/schedule
 2. Deliverables/Due Dates
4. Next steps
5. Questions
6. Future meetings

OCR Commitment as part of GSA's EJ Work: By May 2022, develop an EJ Stakeholder Engagement (SE) Tool Kit that aligns with Executive Order 12898, Executive Order 14008, and applicable EOs (13985, 13990, 14057), and the White House Environmental Justice Interagency Council's (WHEJIC) guidance.

Activity	Start Date	Anticipated End	Staff Member	Status/Update
<u>EJ Stakeholder Engagement Toolkit</u>	4/4/2022	5/31/2022	Stakeholder Engagement Committee	Ongoing
Convene First SE Committee Mtg.	4/4/2022	4/4/2022	Stakeholder Engagement Committee	Complete
Develop Draft Outline for SE Tool Kit	4/17/2022	4/27/2022	Stakeholder Engagement Committee	Complete
Prepare Draft Tool Kit	4/30/2022	5/14/2022	Stakeholder Engagement Committee	Pending
OCR/EJWG Review of Draft Tool Kit	5/15/2022	5/23/2022	Stakeholder Engagement Committee	Pending
Develop Final	5/23/2022	5/31/2022	Stakeholder	Pending

Tool Kit			Engagement Committee	
Section 508 of Final Tool Kit	5/31/2022	6/14/2022	Stakeholder Engagement Committee	Pending
Publish (Promote/Market) Final SE Tool Kit	6/14/2022	6/14/2022	Stakeholder Engagement Committee	Pending

Stakeholder Engagement Committee

Members:

Deborah Cullins-Threets (Lead) (deborah.threets@gsa.gov) 312-508-8140

Kate Gill

Amber Levofsky

Lee Ann Galanes

Susan Stadklev

Melissa (Missy) Mertz

Florence Francis

Renee Fossett

Madeline Sullivan

Purpose of Committee: To develop a stakeholder engagement tool kit (best practices document and templates) for GSA's public facing programs to use when interacting with communities. Meaningful engagement with communities is a key principle of Environmental Justice

- Identify best practices for engaging with communities and other GSA stakeholders.
- Develop a toolkit that all public-facing programs at GSA can use to ensure *meaningful engagement* with our stakeholders.
- Toolkit will provide GSA's management and staff with best practices and templates that they can readily use to ensure meaningful engagement with communities.
- Toolkit will serve to help users avoid some of the pitfalls common to the community engagement process.
- It will also enable GSA's public facing programs to adapt to a variety of community involvement activities.

What is meaningful engagement? Meaningful engagement is described in multiple Federal government documents as community participation in agency decision-making that is inclusive, effective, and accessible to all. Promising Practices recognizes that meaningful engagement runs in two directions:

- Adaptive and innovative approaches to public outreach (disseminating relevant information to the community),
- Adaptive and innovative approaches to public participation (receiving the information and views of the community), and
- Community input is integrated in the agency's decision making.

Both concepts build on decades of experience with NEPA and agency practices. Agencies can tailor their approaches to the needs of specific populations or communities.

Characteristics of Meaningful Engagement:

- Opportunity to participate in agency decision-making ·
- Ability to influence agency decision-making ·
- Concerns of community members are taken seriously ·
- Public is educated about potential impacts of agency decisions ·
- Early engagement with affected communities ·
- Consistent engagement with affected communities ·
- Language accessibility ·
- Varied meeting styles ·
- Accessible facilities and program access for individuals with disabilities ·
- Both electronic and non-electronic communication ·
- Consider forming committees composed of members of affected communities

Next steps:

In preparation for our next meeting, review the resources that I will be sharing with you on effective stakeholder engagement. But it will be important for the committee to research other agency stakeholder practices as well.

I recommend, as a committee, that we survey other agencies that have stakeholder engagement responsibilities and review/ask them for their top 3 or 5 best practices and request any recommended templates they would like to share.

If each committee member reaches 2 agencies/org that they will research/survey--Here are the survey questions:

Questions

1. What Agency/Organization created the engagement plan/outreach/toolkit?
2. Approximately, what date was it created?
3. What community was it created to assist?
4. What issues/concerns was it created to address?
5. What are the 3-5 best practices that can be extracted from it?

Please submit the information that you obtain to the “EJWG Stakeholder Engagement Committee” Google folder, in the “Research” file.

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Environmental Justice Working Group Meeting Agenda

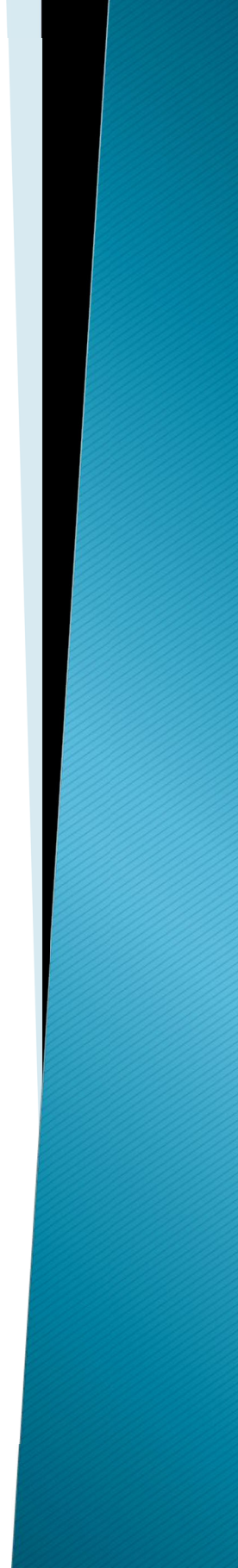
Meeting: March 17, 2022

1. Welcome/Opening Remarks (Aluanda)
2. Roll Call (Marc)
3. White House EJ Interagency Council (WHEJIC) updates (Evelyn)
 - Status of EJ Scorecard: WHEJAC submitted additional recommendations
 - CEQ Climate and Economic Justice tool (upcoming training)
 - EPA's EJScreen 2.0 tool training
 - WHEJIC Committee updates
 - WHEJIC committee participation (provide a list of committees/volunteer)
4. Review/discuss EJ strategy (Evelyn)
 - Draft Strategy
 - EJ Strategy Outline
5. EJWG Committees:
 - EJWG Strategy Committee (Marc Poling will be OCR Lead)
 - Policy Assessment Committee (Dewayne Harley will be OCR Lead)
 - Stakeholder Engagement Committee (Deborah Cullins-Threets will be OCR Lead)
6. Upcoming EJ training for EJWG members (Evelyn)

Fundamentals of Environmental Justice training for EJWG members to be scheduled mid-April.
7. Google Group Setup (Marc)
 - Google Shared Drive

GSA's Environmental Justice Working Group Meeting

July 11, 2022



Environmental Justice (EJ) Program Updates

- ▶ [Climate and Environmental Justice Screening Tool \(CEJST\)](#): Still in Beta Mode
 - CEQ/OMB are updating the tool based on feedback received from agencies and the public.
 - Some of the ways GSA is using the CEJST:
 - Land Ports of Entry (LPOE)
 - Uses CEQ and EPA EJ Data at LPOE project sites.
 - Provides relevant data points to cover in briefings and is covered in regional prep sessions
 - GSA's FY22 Planning Outreach and Partnership (POP) engagements
 - Maps using CEJST & latest EPA data and GSA's inventory data
 - Using map for POP engagements
 - OCR's FY22 Donation Program Mapping Project: 14 States/Territories
 - Ability to assess gaps in donations to disadvantaged communities
 - Informs outreach planning that will be tailored with the state agencies

EJ Updates (continued)

- ▶ Justice40 (J40)
 - White House will be releasing [lists of J40-covered federal programs](#) in phases:
 - First release was June 24th:
 - Interior
 - USDA
 - HHS
 - EPA

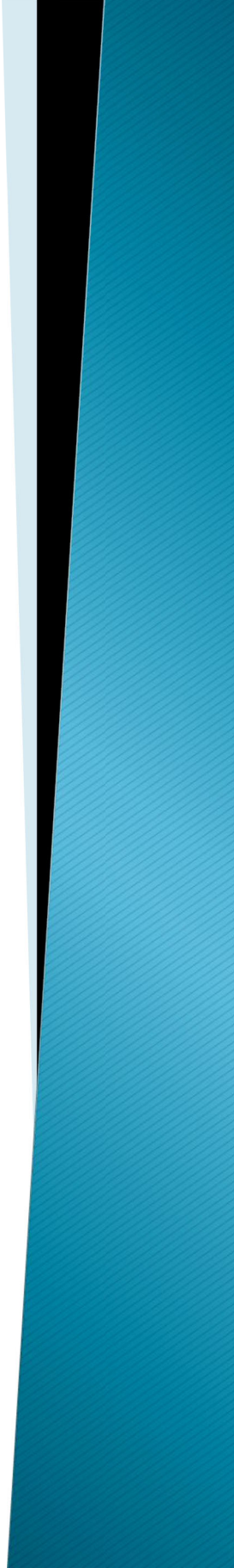
There will be subsequent roll-outs of other agencies' over the next several weeks.

- ▶ Final J40 guidance (pending)
- ▶ Update to Executive Order 12898 (pending)
- ▶ EJ Scorecard (pending)



GSA Office of Civil Rights

Overview of EJ Strategy Update



EJ Strategy Committee Purpose

- ▶ Update GSA's EJ Strategy.
- ▶ Describes actions GSA will take during FYs 2022 – 2026 to build upon previous agency strategies and accomplishments in the advancement of EJ throughout all programs and activities.
 - In alignment with and supports the policies and initiatives of EOs 12898, 13985, 13990, 14008, and 14031.
- ▶ Implementation beginning in FY22 and publication of annual progress reports by March 31 of each year, with FY22 progress report published by March 31, 2023.

EJ Strategy Committee Members

Karen Williford

Rebecca Stevens

Barry Schintler

Pam Howe

Joani Isles

William Renner

Chris Coleman

Mike Tuttle

Leonard (Len) Fedoruk

Michael Bloom

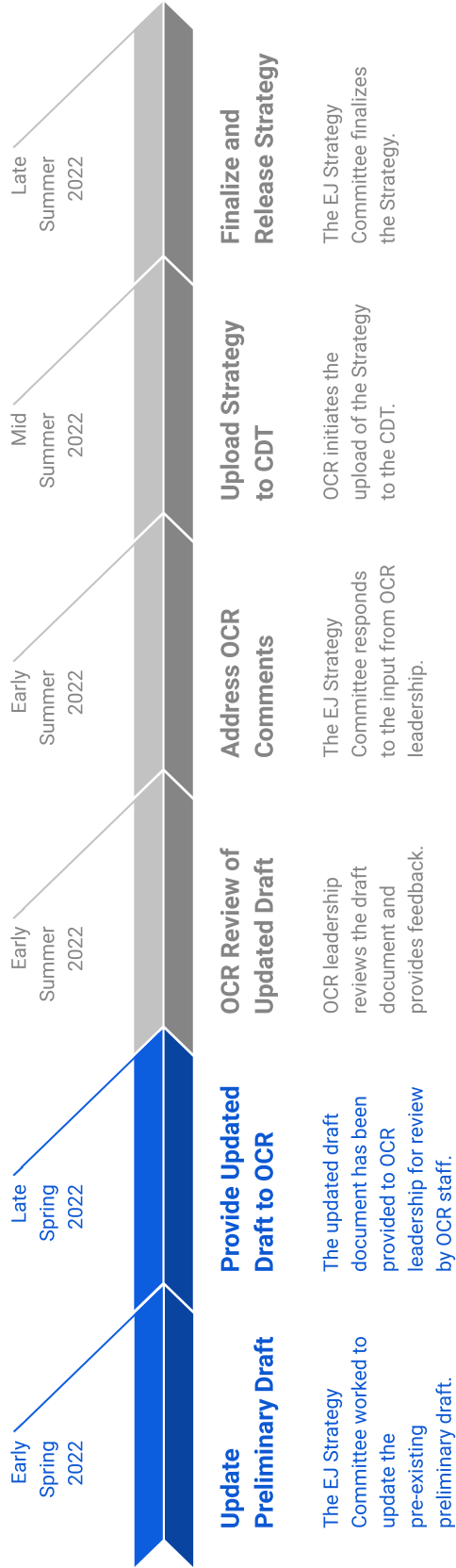
Katharine Healy

Marc Poling

EJ Strategy Committee Subject Matter Expertise (SME)

- ▶ Committee SME
 - NEPA
 - Disaster
 - Community Engagement
 - Legal
 - Sustainability
 - Real Estate
 - Civil Rights
 - Transportation
 - Climate
 - Portfolio
 - Policy
- ▶ Additional SME
 - Siting/Relocation
 - Procurement/Acquisition
 - Urban Development/Good Neighbor
 - Program Management
 - Leasing
- ▶ Engaged Committee on a weekly basis

Current Status of EJ Strategy Update



[Link to Draft Strategy](#)

Guiding Principles

- ▶ 1st principle tracks with EO 13990
- ▶ Other 8 principles are modified versions of recommended principles provided by GBAC EJ&E Task Group
- ▶ EJ Strategy Committee came to consensus on principles

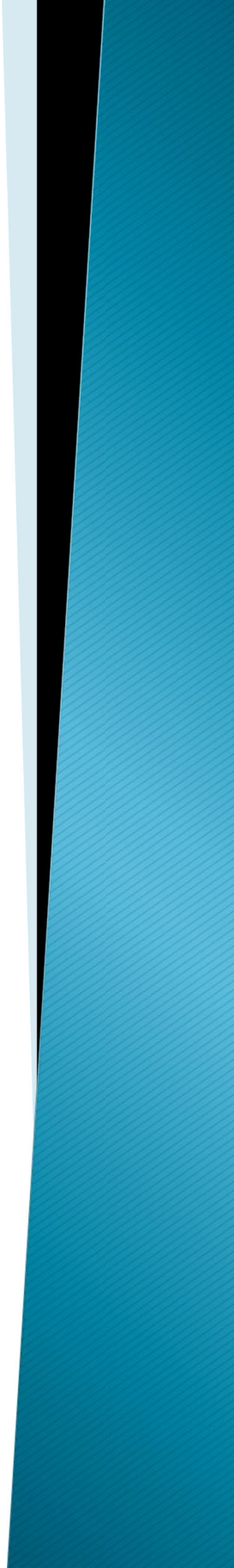
Priorities & Actions

- ▶ Each Priority area (15 total) has associated actions
 - Climate
 - Sustainability
 - Civil Rights
 - NEPA
 - Disaster
 - Transportation
 - Portfolio
 - Disposal
 - Procurement
 - Property
- ▶ Actions were crafted using a combination of existing or upcoming GSA plans, and new actions created by EJ Strategy Committee and applicable SMEs



GSA Office of Civil Rights

Overview of the Policy Assessment Committee's Work



EJ Policy Assessment Tool

Dewayne Harley

Michael McAvinn

Andi Scherneck

Lindsey Veas

Madeline Sullivan

Melissa Minor

Rickey Parker

Shirin Ahlhauser

Stephanie Holstein

Nazmi Ahmed

Susannah Gilmore

Sonja Watkins

EJ Policy Assessment Tool

- ▶ Purpose: The purpose of this subcommittee is to develop an assessment tool that will be used to evaluate GSA's real property and procurement policies, which includes services and supplies, from an environmental justice (EJ) perspective. The objective is to incorporate EJ into GSA's policies at the operational level.
- ▶ The areas identified for assessment were identified in part 3.1 of GSA's Climate Change Risk Management Plan.

EJ Policy Assessment Tool

Deliverable: An assessment tool that will be used to assess GSA's real property and procurement policies from an EJ perspective.

Policy Identification: Your assistance in identifying specific GSA policies is requested.

Policy Assessment: After the policies are identified, members of the EJWG will begin assessing those policies from the EJ perspective.

Stakeholder Engagement Toolkit

Best Practices for Meaningful Stakeholder Engagement (Overview)



Stakeholder Engagement Committee Members

Deborah Cullins–Threets	Renee Fossett	Florence Francis
Lee Anne Galanes	Kate Gill	Amber Levofsky
Melissa (Missy) Mertz	Madeline Sullivan	Susan Stadsklev

Link to draft SE Toolkit:

https://docs.google.com/document/d/1IROyrHwxgF_n6dwrlbCNEF11tj4152sB-oM1ZDTkl3o/edit

Stakeholder Engagement Mission and Purpose

- The mission of the SEC is to develop a variety of best practices and community engagement tools to plan and engage the community during all interactions involving EJ concerns.
- The purpose of the SEC is to provide an understandable, transparent, and cohesive strategy for informing, consulting, and empowering communities with EJ concerns.

Best Practices

A best practice is a method or technique that has been generally accepted as superior to any alternatives because it produces results that are superior to those achieved by other means or because it has become a standard way of doing things, such as:

- Identify all of the stakeholders and interests that will be affected and establish clear and consistent communication channels
- Develop access that grants the opportunity for everyone to participate in Agency decision-making, such as:
 - Language accessibility
 - Varied meeting styles
 - Accessible facilities and program access for individuals with disabilities
 - Both electronic and non-electronic communication

EJ Stakeholder Engagement Analysis Tool

The Analysis tool that will be used is the “EJ Stakeholder Engagement Analysis Tool” [Stakeholder Engagement Analysis \(SEA\) Form](#). It covers the following areas:

- Stakeholder Name
- Organization Type or Role
- Impact of Project (low–med–high)
- How could they support project goals
- Outreach Strategy
- Next Contact
- Notes
- Organization
- Predisposition
- What is important to the Stakeholder
- Outreach Goal
- Last Contact
- Contact info (optional)

Next Steps

- After OCR Leadership approval, prepare into final format.
- Develop a communication plan to promote the availability and use of the Stakeholder Engagement Tool kit.
- Will be housed on GSA's EJ Webpage and OCR's Library (both on Insite).

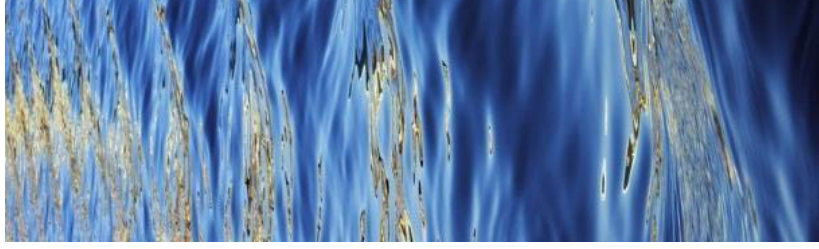
Wrap-up/Closing

Next Steps:

1. Each committee will finalize their deliverables as discussed in today's meeting;
2. EJ Strategy Implementation Plan will be developed with ongoing monitoring/status of each action item;
3. Next Meeting of EJWG–Monthly
 - a. Week of August 7th

Evelyn Britton
Branch Manager, External Prog
Office of Civil Rights

Environmental Justice Working Group M
March 17, 2022



Working Together for
Environmental
Justice



Office of Civil Rights
U.S. General Services Administration

GSA

Today's Agenda

- **Welcome/Opening Remarks**
 - The purpose of GSA's Environmental Justice Working Group is to advance environmental justice at GSA by (1) developing GSA's EJ Strategy in support of Executive Orders 12898 and 14008; (2) serve as a champion for environmental justice across GSA; (3) monitor implementation of GSA's EJ Strategy; and (4) prepare GSA's annual EJ Progress Reports.
 - Harnessing the expertise of this important group in one or more of the following areas: climate, sustainability, NEPA, community engagement, disaster planning, recovery, response, personal property disposal, public-facing programs that impact members of the public.

OBJECTIVES OF EJWG

- 1. Development and Implementation of GSA's Environmental Justice Strategy.
- The EJWG shall develop and ensure implementation of GSA's Environmental Justice Strategy to advance environmental justice throughout GSA's programs and activities. The EJWG will provide supporting information and research and such other external deliverables as may be required related to environmental justice.
- 2. Implementation and Performance Management
- EJWG members shall facilitate, track, and advocate for timely execution of all internal and external environmental justice commitments within their business unit, including by actively engaging and seeking assistance from their business unit's relevant project or activity leadership chain, and HSSO, as necessary.
- EJWG members shall keep their HSSO informed of the status of all environmental justice activities, projects, and measures relevant to the business unit, including challenges, proposed solutions, and additional opportunities.
-

Objectives (continued)

- 3. Other Duties
- The EJWG may establish EJWG sub-groups as necessary to further these ends.
 - EJ Strategy Committee
 - Policy Review/Assessment Committee
 - Stakeholder Engagement Committee

White House EJ Interagency Council (WHEJIC) Updates

- White House EJ Interagency Council (WHEJIC) updates (Evelyn)
 - --Status of EJ Scorecard: WHEJAC submitted [Phase 1 of its recommendations](#)
 - Pending Roll-out by the WHEJIC
 - Purpose of the EJ Scorecard: to provide types of indicators or data that should be used for Federal agencies to provide an annual report of their program, accomplishments, etc
 - WHEJAC's Charge: To provide recommendations on what types of indicators or data would be useful for the EJ Scorecard

WHEJIC Updates (continued)

- EPA's EJScreen 2.0 tool training
 - EPA conducted training last week
 - It was recorded: <https://youtu.be/kIUf3iCdRv8>
 - Offering additional training & office hours
 - Do not have to register, dates/times are available at this link: <https://www.epa.gov/ejscreen/ejscreen-office-hours>
- WHEJIC Committee updates
 - Justice40 Committee
 - NEPA Committee
 - Rural Communities Committee
 - Title VI EJ Committee
- WHEJIC committee participation (please let Evelyn know if you'd participate in one of the following WHEJIC committees)

Current WHEJIC Committees

- **Strategy and Implementation**— historically, this committee has served as a resource for Federal agencies as they review, update, or develop their EJ strategy. The committee has worked with agencies to help coordinate programs, policies, and activities.
- **Regional IWG** — historically, this committee has provided targeted and coordinated technical assistance, developed relationships between federal field and regional staff, and developed best practices for prioritizing EJ concerns.
- **Native American and Indigenous Peoples'** — historically, this committee has facilitated effective coordination and collaboration of federal agencies in identifying and addressing issues of environmental justice that are a concern to federally recognized tribes, Indigenous peoples, and others living in Indian Country.
- **Rural Communities** — historically, this committee has supported efforts to ensure collaboration between federal agencies and rural EJ communities; helped develop economic opportunities for rural overburdened communities that are self-sustaining and economically thriving; and coordinated federal agency investments to further holistic community-based solutions that reduce environmental justice issues.
- **Goods Movement** — historically, this committee has served as a resource to coordinate with federal agencies on reducing environmental and health effects of commercial transportation and supporting infrastructure that impact overburdened communities.

WHEJIC Committees

- **NEPA** – historically, this committee has worked to improve effective, efficient, and consistent consideration of environmental justice principles in the NEPA process by sharing promising practices and lessons learned developed by federal departments and agencies.
- **Title VI** – historically, this committee has served as a resource to help agencies coordinate their civil rights enforcement responsibilities with other efforts to achieve EJ.
- **Public Participation** – historically, this committee has worked to increase transparency, language accessible outreach, and addressed technological barriers; developed listening session and opportunities for public input; and facilitated collaboration and public participation with federal agencies and external stakeholders
- **EJ and Natural Disasters** – historically, this subcommittee has brought federal officials together to assess the major EJ issues and identify time sensitive solutions to address natural disaster preparedness, response, and recovery in vulnerable, overburdened, and underserved communities.
- **Justice40** – this is a new committee focused on the Justice40 Initiative.

EJWG Committees

- EJWG Strategy Committee: (Marc Poling is OCR Lead)
 - Update GSA's current Draft EJ Strategy
 - Covers 5 years (FY22 – 26)
 - Outline
- Policy Assessment Committee: (Dewayne Harley is OCR's Lead)
 - Develop an assessment tool to be used by the EJWG to conduct a review of policies from the EJ lens;
 - Procurement, real property, information technology, and GSA's federal financial assistance programs to integrate environmental justice principles consistently Administration priorities and EOs.
 - Collaborate with all program offices to address policies, procedures and practices that the EJWG identify as being inconsistent with the policy set EO 14008.

- Stakeholder Engagement Committee (Deborah Cullins-Threes OCR Lead)
 - Develop a toolkit that all public-facing programs at GSA can use to ensure meaningful engagement with our stakeholders.

1. Committee meetings will be scheduled by OCR committee lead. Committees will meet biweekly.
2. Larger EJWG members will meet in one month. Committees will report out to the larger group the status of their work/action plan.
3. EJWG members will let Evelyn know if they would like to serve on any of the WHEJIC's committees (those committees are listed on slides 7 & 8 above).

Thank you!

Evelyn Britton

Office of Civil Rights

202-501-0767/601-410-3594

evelyn.britton@gsa.gov

GSA's EJ Webpage:

<https://www.gsa.gov/reference/civil-rights-programs/environmental-justice>

Environmental Justice Stakeholder Engagement Working Group
Engagement Tools Review

National Security and Disaster Programs Branch, Mission Resilience Division, Office of Mission Assurance

POCs: Renee Fossett and Madeline Sullivan

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Technical Guidance for Assessing Environmental Justice in Regulatory Actions	
Agency	EPA
Date	2016
Community focus	Agency analysts (including economists, risk assessors, and others) Senior EPA managers and rule-writers
Topic / Challenge addressed	How to integrate EJ into the EPA's Action Development Process (ADP) for Evaluating Health Risks to Children
Best practices identified	<ul style="list-style-type: none">● Opportunity to participate in agency decision-making● Ability to influence agency decision-making● Concerns of community members are taken seriously● Public is educated about potential impacts of agency decisions <i>during the rulemaking process</i>● <i>Recommends</i> early engagement with affected communities● <i>Recommends</i> consistent engagement with affected communities

Additional features	-
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Equity and GSA's Office of Design and Construction https://11352968351953538008.googlegroups.com/attach/20b4397df9b4e/CX%20CoP%20May%202021%20-%20PBS%20Center%20for%20Urban%20Development.pdf?part=0.1&view=1&vt=ANaJVrEbG0-qGs8Zwkyn4oyAbSCpfYJLXmTV31W2Tmdhc4olUykqmOhzFLD6i1ShH8jrG4Hpv4anHIWGoQ5u9xHcL8-XuxX5lv3HwAWqOrqy4D6TneoDjbc https://insite.gsa.gov/services-and-offices/staff-offices/office-of-customer-experience/cx-happenings/customer-experience-community-of-practice?term=	
Agency	GSA
Date	May 2021
Community focus	Urban development, cities, communities, commercial facilities
Topic / Challenge addressed	Helping ensure equity in State/local government facilities and strategic planning
Best practices identified	<ul style="list-style-type: none"> • Opportunity to participate in agency decision-making • Ability to influence agency decision-making • Concerns of community members are taken seriously • Public is educated about potential impacts of agency decisions • Early engagement with affected communities • Consistent engagement with affected communities • Language accessibility • Varied meeting styles • Accessible facilities and program access for individuals with disabilities • Both electronic and non-electronic communication • Consider forming committees composed of members of affected communities
Additional features	<ul style="list-style-type: none"> - PBS engaged and integrated with the GSA-Wide Customer Service Community of Practice and related strategy, helping maximize outcome with limited resources - Demonstrated success through use examples

Customer Experience Toolkit – Digital.gov https://digital.gov/resources/customer-experience-toolkit/
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Agency	GSA
Date	Current / continually updated with capacity-building initiatives and resources
Community focus	Whole of Government
Topic / Challenge addressed	Engagement through increased customer service
Best practices identified	<p>Opportunity to participate in agency decision-making</p> <ul style="list-style-type: none"> • Ability to influence agency decision-making • Concerns of community members are taken seriously • Public is educated about potential impacts of agency decisions • Early engagement with affected communities • Consistent engagement with affected communities • Language accessibility • Varied meeting styles • Accessible facilities and program access for individuals with disabilities • Both electronic and non-electronic communication • Consider forming committees composed of members of affected communities
Additional features	Integrated with numerous existing initiatives and allows for maximized use of government resources (e.g, time, outreach)

CMS Stakeholder Engagement Web Page	
Agency	Centers for Medicare & Medicaid Services.(CMS) , US Dept. of Health and Human Services
Date	Current
Community focus	Individuals to be served– Patient, Caregiver, or Patient Representative / Family Member
Topic / Challenge addressed	Technical Expert Panels for Family and Patient Engagement
Best practices identified	<ul style="list-style-type: none"> • Concerns of community members are taken seriously • Public is educated about potential impacts of agency decisions • Early engagement with affected communities
Additional features	<ul style="list-style-type: none"> - Adaptable to specific communities; - Complemented by and integrated with additional, related engagement

	<p>initiatives;</p> <ul style="list-style-type: none">- Has strategies and resources for stages of engagement / through the lifecycle;- Includes training and TA resources for increased implementation; and- Includes measurement / evaluation tools for continual improvement and enhancement
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EJ Stakeholder Engagement Committee Mtg. Agenda -

Attendance:

Agenda:

- I. Roll Call
- II. Committee discussing Best Practices of submitted resources
 - A. Toolkit
- III. Task at hand
 - Review Milestones/schedule
 - Reviewed Milestones/schedule
 - Review SE Draft Outline
 - Request adding suggestions/comments to SE Draft Outline. Also instead of deleting any information, add comments requesting information be deleted.
- IV. Action items/next steps
 - Continue to add information to the documents in the SE Folder.
- V. Next Meeting - May 18, 2022

EJ Stakeholder Engagement Committee Mtg. Agenda -

- I. Roll Call
- II. Committee discussing Best Practices of submitted resources
Toolkit
- III. Task at hand
Review Milestones/schedule
 - requested adding suggestions/comments to SE Draft Outline. Also instead of deleting any information, add comments requesting information be deleted.
- IV. Action items/next steps
 - Continue to add information to the documents in the SE Folder.
- V. Next Meeting - TBD

Stakeholder Engagement Analysis Tool

Project: Federal Surplus Personal Property Donation Program

Use the examples below to help determine the appropriate level of engage

[illegible]

Stakeholder Engagement Analysis (SEA) Form. Use this template to conduct community engagement analysis. The SEA should help to inform the Community Engagement Plan (CEP). Please reach out to the Department of Transportation for any assistance.

ment depending on the known issues that require engagement in communities with

[illegible]

es with EJ concern analysis.
to your SE SME if you need

an EJ concerns.

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Stakeholder Engagement Analysis Tool

Project: Equity Plan - FY22 Initial Community Engagement

Use the space provided below to help determine the appropriate level of engagement

GSA Internal Use Only				
Stakeholder Name	Org	Org Type or Role	Objective	Influence on Project? (low-med-high)
City of Carthage, Missouri	Small, low income community with EJ concerns	Local gov't, non-profits, educational institutions	Reaching out to organizations/communities to share how the Federal Surplus	High
Ely, Nevada	Small, low income community with EJ Concerns	Local gov't, 8A small businesses	Reaching out to organizations/communities to share how the Federal Surplus	High
Weatherford, Oklahoma	Small, low income communities with EJ Concerns	Local gov't, 8A small businesses, non-profits, educational	Reaching out to organizations/communities to share how the Federal Surplus	High
Twin Falls, Idaho	Small, low income communities with EJ Concerns	Local gov't, non-profits, educational institutions	Reaching out to organizations/communities to share how the Federal Surplus	
Kansas City, Kansas	Small, low income communities with EJ Concerns	Local gov't, 8A small businesses, non-profits, educational	Reaching out to organizations/communities to share how the Federal Surplus	
Lake Charles, Louisiana	Small, low income communities with EJ Concerns	Local gov't, 8A small businesses, non-profits, educational	Reaching out to organizations/communities to share how the Federal Surplus	

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Stakeholder Engagement Analysis (SEA) Tool. Use this template to conduct communities v
The SEA should help to inform the Community Engagement Plan (CEP). Please reach out
any assistance.

agement depending on the potential benefits and known issues that require enga

[illegible]

[illegible]

with EJ concern analysis.
to your SE SME if you need

gement.

Outreach Strategy	Last Contact	Next Contact	Contact info (optional)
Partner with the Missouri SASP Director to reach out to the Community organizations to schedule a webinar and tour of physical	9/1/2022	9/15/2022	
Partner with the Nevada SASP Director to reach out to the Community organizations to schedule a webinar and tour of physical	9/1/2022	9/15/2022	
Partner with the Oklahoma SASP Director to reach out to the Community organizations to schedule a webinar and tour of physical	9/1/2022	9/1/2022	

[illegible]

[illegible]

Stakeholder Engagement Analysis Tool

Project: Federal Surplus Personal Property Donation Program

Use the examples below to help determine the appropriate level of engage

[illegible]

Stakeholder Engagement Analysis (SEA) Tool this template to conduct communities with SEA should help to inform the Community Engagement Plan (CEP). Please reach out to you for assistance.

ment depending on the known issues that require engagement in communities with

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Draft Stakeholder Engagement Analysis Tool

Project: Equity Plan - FY22 Initial Community Engagment

Use the space provided below to help determine the appropriate level of en

GSA Internal Use Only

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Stakeholder Engagement Analysis (SEA) Tool. Use this template to conduct communities v
The SEA should help to inform the Community Engagement Plan (CEP). Please reach out
any assistance.

agement depending on the potential benefits and known issues that require enga

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with EJ concerns analysis.
to your SE SME if you need

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Stakeholder Engagement Action Plan

OCR Commitment as part of GSA's EJ Work: By May 2022, develop an EJ Stakeholder Engagement (SE) Tool Kit that aligns with Executive Order 12898, Executive Order 14008, and applicable EOs (13985, 13990, 14057), and the White House Environmental Justice Interagency Council's (WHEJIC) guidance.

Activity	Start Date	Anticipated End	Staff Member	Status/Update
<u>EJ Stakeholder Engagement Toolkit</u>	4/4/2022	5/31/2022	Stakeholder Engagement Committee	Ongoing
Convene First SE Committee Mtg.	4/4/2022	4/4/2022	Stakeholder Engagement Committee	Complete
Develop Draft Outline for SE Tool Kit	4/17/2022	4/27/2022	Stakeholder Engagement Committee	Complete
Prepare Draft Tool Kit	4/30/2022	5/20/2022	Stakeholder Engagement Committee	Complete
OCR/EJWG Review of Draft Tool Kit	5/15/2022	5/26/2022	Stakeholder Engagement Committee	Complete
Develop Final Tool Kit	5/23/2022	5/31/2022	Stakeholder Engagement Committee	Complete
Section 508 of Final Tool Kit	5/31/2022	6/14/2022	Stakeholder Engagement Committee	Pending
Publish (Promote/Market) Final SE Tool Kit	6/14/2022	6/14/2022	Stakeholder Engagement Committee	Pending